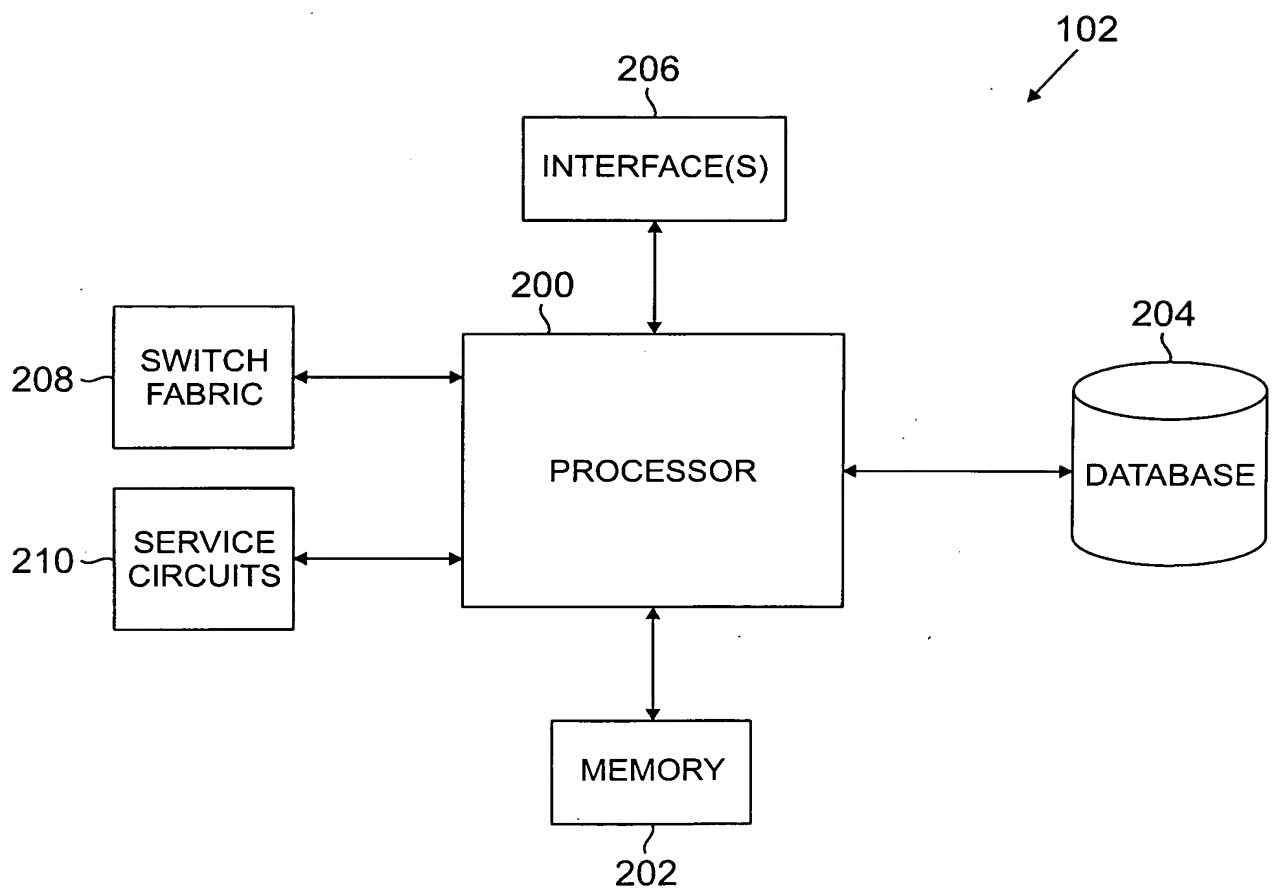


FIG. 1

**FIG. 2**

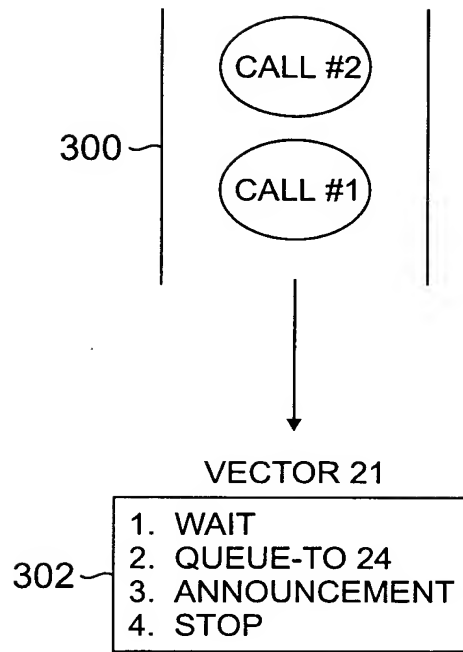


FIG. 3A

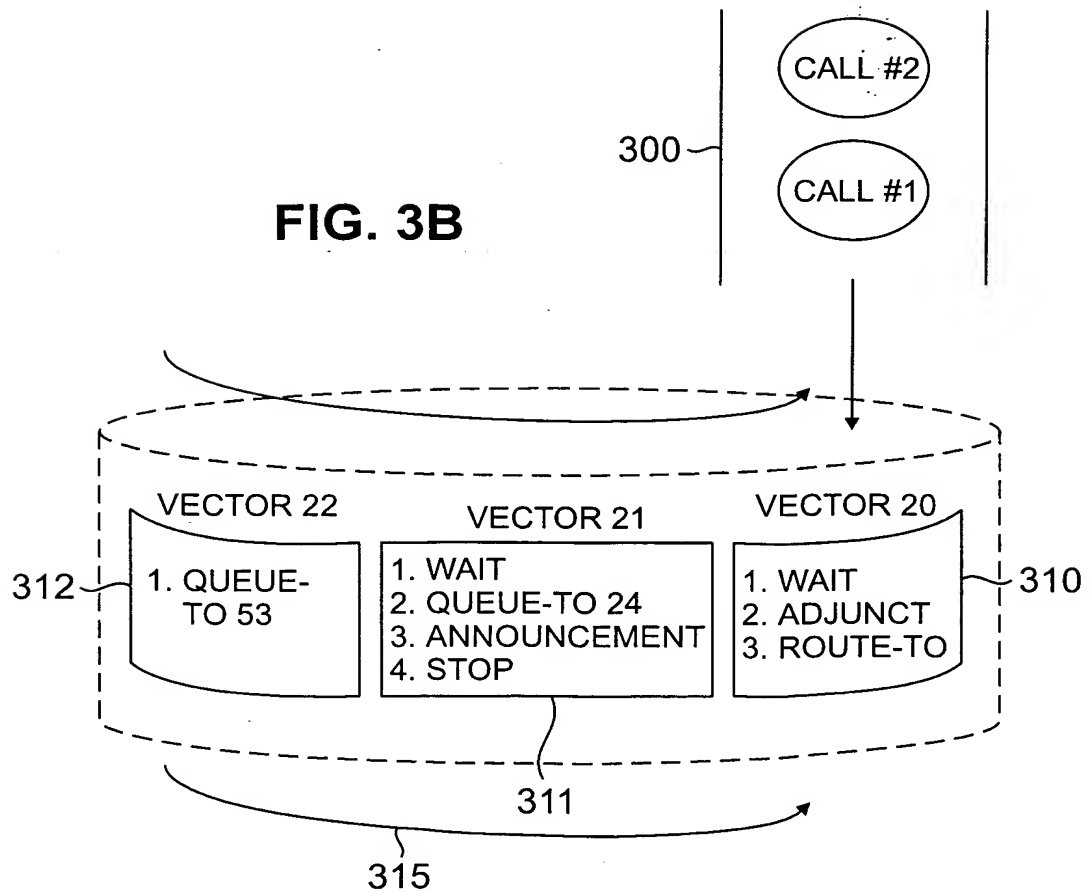


FIG. 3B

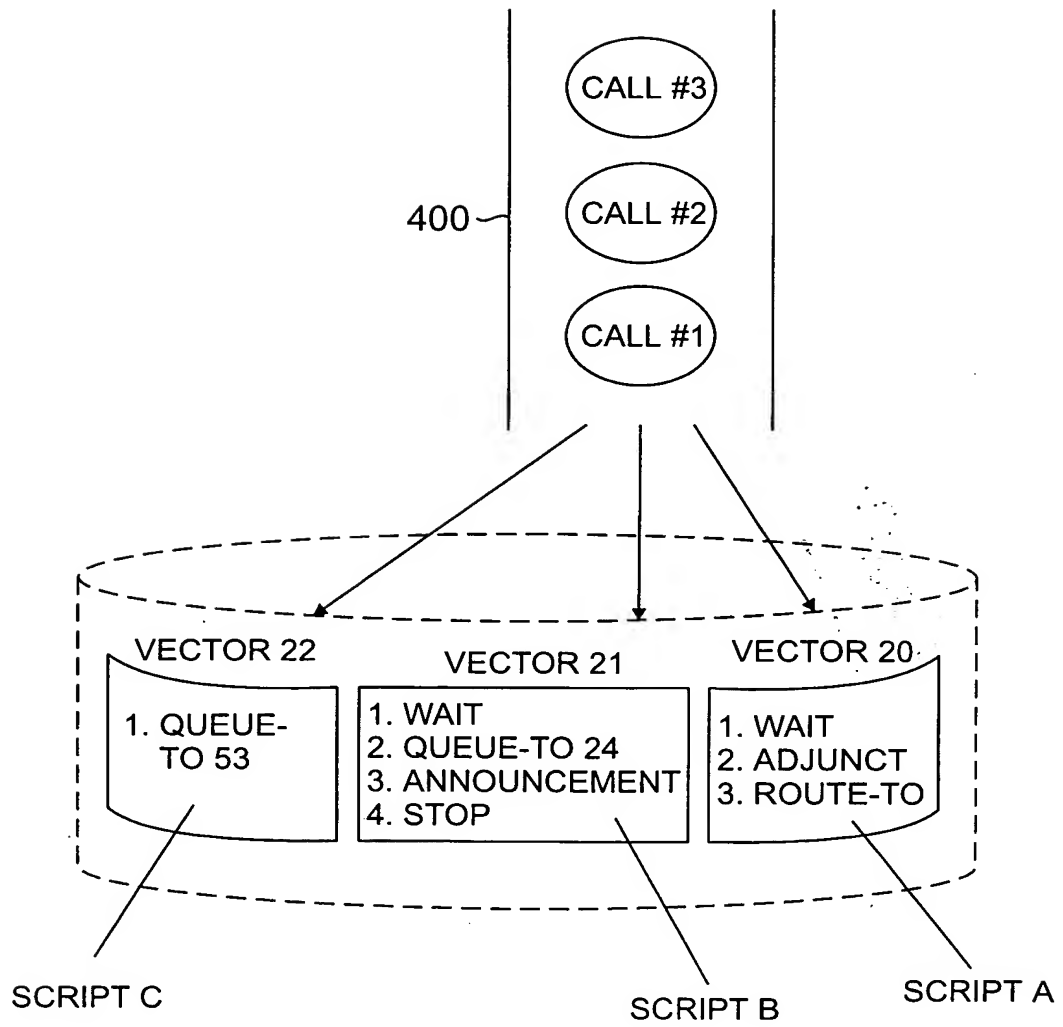


FIG. 4

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Vector 20  
1 wait-time 0 secs hearing ringback  
2 consider skill 5 pri m adjust-by 0  
3 goto step 6 if ewt for skill best = 0  
4 consider location 1 adjust-by 0  
5 consider location 2 adjust-by 0  
9 queue-to best

Vector 21  
1 wait-time 0 secs hearing ringback  
2 queue-to skill 5 pri m

FIG. 5A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234  
Name: BSR LEAD

Vector Number: 20	Weight: 1
Vector Number: 21	Weight: 1
Vector Number:	Weight:
Vector Number:	Weight:
Vector Number:	Weight:

Allow VDN Override? n

COR: 1

TN: 1

Measured: both

Acceptable Service Level (sec): 30

VDN of Origin Annc. Extension:

1st Skill:

2nd Skill:

3rd Skill:

FIG. 5B

- |   |   |                                     |
|---|---|-------------------------------------|
| Vector 20                               | Vector 21                               | Vector 22                           |
| 1 wait-time 0 secs hearing ringback     | 1 wait-time 0 secs hearing ringback     | 1 wait-time 0 secs hearing ringback |
| 2 consider skill 5 pri m adjust-by 0    | 2 consider skill 5 pri m adjust-by 0    | 2 queue-to skill 5 pri m            |
| 3 goto step 6 if ewt for skill best = 0 | 3 goto step 6 if ewt for skill best = 0 |                                     |
| 4 consider location 1 adjust-by 0       | 4 consider location 3 adjust-by 0       |                                     |
| 5 consider location 2 adjust-by 0       | 5 consider location 4 adjust-by 0       |                                     |
| 9 queue-to best                         | 9 queue-to best                         |                                     |

FIG. 6A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234

Name: BSR LEAD

Vector Number: 20	Weight: 1
Vector Number: 21	Weight: 1
Vector Number: 22	Weight: 2
Vector Number:	Weight:
Vector Number:	Weight:

Allow VDN Override? n

COR: 1

TN: 1

Measured: both

Acceptable Service Level (sec): 30

VDN of Origin Annc. Extension:

1st Skill:

2nd Skill:

3rd Skill:

FIG. 6B